This document contains tools for the Los Angeles Hotels industry to plan for the safety of employees and guests as it prepares to continue or resume operations during the COVID-19 pandemic.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health requirements or guidance from the state of California.

As of date of publication of this document – May 26, 2020 – hotels/lodging are not permitted to open for leisure and tourism. Hotels are only permitted to continue operations related to COVID-19 mitigation and containment measures, treatment measures, providing accommodation for essential workers, or providing housing solutions, including measures to protect homeless populations. Please refer to the Los Angeles County Public Health Department for requirements for allowable activity for your business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on Coronavirus.LACity.org/Business.
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Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups

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Hotels

The questions below bring up common topics hotels may need to address to safely continue or resume operations. This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs. You may find it helpful to write down your plan for some questions.

Physical distancing:
- Have you reconfigured floor plans to ensure 6-ft spacing (e.g., spacing seating and other furniture in lobby or meeting areas)? Installed physical barriers when that is not possible (e.g., check-in counter)?
- Have you marked where guests should wait, stand in line, enter/exit, etc. to maintain 6-ft distance?
- Have you changed worker schedules to maximize physical distancing during start / end / break times?
- Do you have a plan to maximize physical distancing in break rooms and other shared workspaces?
- Do you have a plan to maximize physical distancing in elevators and other guest congregation points?

Cleaning and sanitizing:
- Have you deep-cleaned your facility?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for hotel rooms, check-in areas, workstations, points of sale, food/drink preparation areas, guest dining areas, and other high-touch surfaces?

Employee health and personal hygiene:
- Do you have enough masks, gloves, and other PPE required for employees in inventory?
- Do you have enough hand sanitizer / hand soap for employees and guests?
- Do you have a plan to screen employees for symptoms before entering worksite?
- Do you have a response plan in case an employee or guest tests positive?

Facility safety:
- Do you have a process to log all employees on worksite?
- Have you identified high-touch items you will remove or modify?
- If possible, do you have a plan for providing contactless payment options (e.g., online payment option, mobile app, advance payment over phone)?
- Have you posted signs to remind employees of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?

Guest expectations:
- Do you have plan to make sure guests are informed and prepared to visit your business?

Employee support:
- Have you trained employees returning to work on COVID-19 health and safety guidelines?
- What has been done to better understand stressors, anxieties, and other COVID-19-related concerns of employees returning to work? Have you taken steps to address concerns?

Employee notification:
- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see City of Los Angeles Ordinance 186602.)

Practices provided here focus on accommodations only – for resumption of other business lines (e.g., conferences, restaurants, fitness centers), please reference the other industry toolkits from LA City and protocols from LA County as applicable, which may be helpful for planning purposes.
Best Practices for Safe Operations
Hotels

The following list contains suggestions for hotels to safely continue or resume operations. These suggestions should be adapted based on the unique circumstances of each business.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on Coronavirus.LACity.org/Business

Physical Distancing

- Abide by county guidelines – if any – that include COVID-19 related restrictions on total capacity
- Enable minimum 6 feet distance between all persons (also consider waiting lines and other shared spaces)
- Update floor plans for common areas, including seating arrangements, to ensure at least six feet of separation between general seating areas, chairs, tables etc.
- Stagger positions of stationary workspaces so employees and / or guests can avoid sitting directly next to or opposite one another
- Use floor markings to promote physical distancing (e.g. where to stand in line, where to walk) and mark common areas, tables, chairs, etc. not in use
- Consider installing plexiglass partitions in areas where employees and guests come into close contact (e.g. concierge desks)
- Consider closing shared spaces where physical distancing would be difficult to enforce or maintain (e.g. break rooms)
- Consider limiting the number of individuals using elevators at the same time, unless from same household
- Consider stationing an employee to operate elevator buttons so that no riders need to touch them
- Use floor markings inside elevators to maximize physical distance
- Consider separate entry and exit doors to allow one-way foot traffic
- Develop plan to reduce congestion around time clocks or other congregation points
- Stagger employee schedules to limit crowding during start / end / break times
- Provide and use face masks per LA City and CA state guidance
- Avoid employee in-person meetings as much as possible
- Discourage handshaking and any other forms of unnecessary physical contact
- For room requests (e.g. room service), hotel staff should leave items by the room door to avoid close contact with guests
- Encourage digital check-in and checkout (e.g. mobile app/key) to minimize staff and guest interactions
- Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees, if possible
- Consider implementing or maintaining remote-/ tele-work policies where possible
- Restrict or eliminate non-essential travel for hotel's employees

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Best Practices for Safe Operations
Hotels

Cleaning and Sanitizing

- Use EPA-registered sanitation and disinfectant products
- Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high touch areas
- Complete frequent sanitization of high-touch surfaces and shared items, per CDC guidelines (e.g. door handles, tables, chairs, counters, restrooms, points of sale, phones, workstations, other as needed)
- Disinfect all reused or shareable material between each use (e.g. pens, key cards, cleaning supplies, room service trays, luggage carts)
- If valet service is provided, disinfect contact points within the vehicle between each use
- Clean and sanitize restrooms regularly based on frequency of use
- Make hand sanitizer readily available, including at building entrances, check-in areas, etc.
- Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g. wipes for remote controls)
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- All employees should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash
- Launder all towels, tablecloths, uniforms, etc. frequently, using the warmest appropriate water setting for items
- If cloth face coverings are being used, face coverings should be washed after each shift
- Guest room cleaning should include a complete change of towels, linens, pillows for guests to change themselves
- Consider decreasing or discontinuing housekeeping services between guest rooms during stays to prevent transmission
- Consider instituting measures to limit excess contact with dirty linens during bagging and transportation to the laundry facility
- Consider reducing business hours for extra deep cleaning
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for any time spent on cleaning tasks they are assigned
- If an individual tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines
- Follow LA County and CA state guidance regarding closure of restaurants, bars, gyms, fitness centers, swimming pools, and other shared spaces; conduct frequent cleaning and sanitization of these spaces if open, per LA County guidance

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Best Practices for Safe Operations

Employee Health and Personal Hygiene

- Ask employees to confirm (and document confirmation) they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return.

- Require employees who have CDC-defined COVID-19 symptoms, including fever, cough, and shortness of breath, to remain home until they are symptom-free for three days without medication.

- If an employee tests positive for COVID-19, inform guests and ensure all those who have come in contact are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance.

- Consider developing a written plan on how to inform coworkers of positive case and how they can get tested/self-quarantine.

- Ask employees to self-quarantine per public health guidelines if they are confirmed to have COVID-19 or know they have been exposed to COVID-19.

- Consider non-punitive sick leave options to allow employees to stay home when ill.

- Consider making special modifications for vulnerable employee and guest populations (e.g., designated blocks of rooms for guests ages >65 yr, low-contact roles for vulnerable employees).

- Encourage use of face coverings and gloves, where safe to do so and per LA City guidance; note that face coverings do not replace the need for physical distancing and are not PPE.

- Require employees to frequently wash hands or frequently change out disposable gloves.

- Consider limiting employee handling of guest luggage.

- If using gloves, follow CDC guidelines on how to take off gloves and wash hands after taking them off.

- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face.

- Train all employees on symptom detection, sources of infection, COVID-19 exposure prevention measures, and employee leave benefits/policies for when ill.

- Reinforce employee training on health and safety guidelines with periodic refresher trainings.

- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings.

- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace.

- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt.

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Best Practices for Safe Operations

Hotels

Facility Safety

- Log all employees that come on-premise for purposes of supporting public health contact tracing
- Consider restricting visitor (i.e., non-guest) access to hotel
- Consider providing documented temperature and/or symptom screenings for all employees / visitors entering hotel, per LA County guidelines
- Use no-touch / hands-free devices where possible, in both common areas and guest rooms (e.g. trash cans, water fountains, hand sanitizer dispensers, motion sensor lights, sink faucets, automatic doors)
- Limit use of re-usable goods (e.g. bags, silverware, pens, glasses, plates)
- Per CA state guidance, modify or suspend use of self-service areas / machines (e.g., buffets, salad bars, drink and ice dispensers, coffee machines); provide these items to guests individually or modify to be employee-serve and discard or clean and disinfect after each use, as appropriate
- Consider removing in-room fixtures that encourage close contact (e.g. coffee machines, in-room food menus, minibars) or modifying use of equipment which cannot be removed (e.g. phones, laptops)
- Limit non-essential rental equipment (e.g. HDMI chord, board games, sports equipment) if possible
- Follow LA County and CA state guidance regarding closure of restaurants, bars, gyms, fitness centers, swimming pools, and other shared spaces
- Limit employee contact with guest vehicles during arrival and departure (e.g., vehicle door opening)
- Serve food in a take-out style manner as much as possible
- Provide and encourage use of contactless payment options where possible (e.g., card, phone app, online order)
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters
- Increase air flow / ventilation (via HVAC or other means) where possible
- If it is safe / appropriate, keep doors open to improve ventilation and reduce touching of door handles
- Explore outdoor options for breaks and lunch times, if available and safe
- Ensure adequate PPE (masks, gloves, etc.) and cleaning supplies
- When possible, rooms should remain vacant for ~24-72 hours after check-out and prior to cleaning, in accordance with LA County guidelines
- Symptomatic guests should stay in their room as much as possible, unless moved by a medical officer
- Consider designating in advance one staff member or medical officer to attend to sick guests
- In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined; it shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines, ideally by a licensed 3rd party
- Consider instituting a process to deal with confirmed COVID-19 cases, including informing local health departments
- Communicate health and safety guidelines to all employees, and channel to report guideline violations
- Post signs for employees / guests to remind them of physical distancing, PPE recommendations (e.g., gloves, face coverings), and to use hand sanitizer provided

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Best Practices for Safe Operations

Hotels

Guest Expectations

- Have visible signage throughout the workplace on health and safety guidelines (including proper hygiene and sanitization, physical distancing/PPE guidance, etc.)
- Make safety guidelines publicly available
- Consider using social media to educate guests on site guidelines and what to expect when visiting
- Per LA City and CA state guidance, guests and visitors should bring and wear a face covering
- Consider providing guests an amenity bag during check-in containing face covering, hand sanitizer, and a COVID-19 awareness card
- Consider setting expectations prior to guest stays that guests may be asked to leave the hotel should they be found in non-compliance with LA City, LA County, or pre-defined hotel association guidelines

Employee Support

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.

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### Supporting Materials

#### Hotels

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### Signs to post – download at Coronavirus.LACity.org/Business

<table>
<thead>
<tr>
<th>Key message of sign</th>
<th>Places to post</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best practices</strong>: Use PPE, keep 6' distance, wash hands, do not enter if feeling ill</td>
<td><strong>entryway, lobby, break room etc.</strong></td>
</tr>
<tr>
<td><strong>Face coverings</strong>: Reminder to wear face covering in accordance with LA City mandate</td>
<td><strong>lobby, check-in area, shared spaces etc.</strong></td>
</tr>
<tr>
<td><strong>Physical distancing</strong>: Keep 6'+ of distance at all times</td>
<td><strong>entry / exit, queues, check-in, elevators etc.</strong></td>
</tr>
<tr>
<td><strong>Washing hands</strong>: Remember to wash with soap / water or hand sanitizer</td>
<td><strong>bathroom, kitchen, break rooms, etc.</strong></td>
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</tbody>
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More signage, including industry-specific posters, available on website.
Supporting Materials
Hotels

Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility (e.g., receptions desks, elevator halls)
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:

- Lobby furniture
- Break rooms
- Countertops and other surfaces
- Shared resources (e.g., pens, magazines, room service menus)
- Computers
- Printers / copy machines
- Windows
- Doors and door handles
- Railings
- Bathroom surfaces
- Carts, drawers and bins
- Elevators and elevator buttons
- Coffee and tea machines
- Valet podiums

Examples for physical distancing

Sample materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Dividers to place between check-in counter and the guests
Example employee training best practices

**CDC recommended employee health guidelines**

- Employees and employers should consult the [CDC’s Symptoms of Coronavirus](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC’s What to do if you are sick with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/what-to-do-if-sick/what-to-do-if-sick.html)
- Send home employees who experience COVID-19 symptoms at work
  - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](https://www.cdc.gov/coronavirus/2019-ncov/community/worksites/what-to-do-when-sick.html)
- For previously sick employees who are returning, follow [CDC’s guidance for discontinuation of home isolation for persons with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/your-health/discontinuation-of-home-isolation.html)

**CDC recommended personal hygiene guidelines for employees**

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees’ stations or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For detailed training materials please see:

- [FDA’s Employee Health and Personal Hygiene Handbook](https://www.fda.gov)
Supporting Materials
Hotels

Example communications best practices

**Recommended employee and guest communication practices**

- Communicate frequently to make employees and guests aware of changes
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume, examples include:
  - How to practice physical distancing/sanitizing in the hotel
  - How to instruct visitors to follow floor markings in the hotel
  - How to handle close contact transactions (e.g. check-in, room service) with guests
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
  - Why the facility is safe and how it is following guidelines
  - Instructions for how to prepare for arrival
  - Overview of what to expect when employees and guests arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

**Sample guest communication topics**

- **Cleaning procedures**
  - Let employees and guests know about adjusted cleaning guidelines

- **Opening hours and locations**
  - Share updated opening hours and locations currently open/closed with guests

- **What to expect**
  - Communicate guidelines for what guests can expect when visiting the hotel (e.g. capacity limits, hand sanitizer, floor arrows)

- **Contact information**
  - Phone number or email for guests to contact if they have further questions

- **Links to government and health websites**
  - Links to COVID-19 guidance from CDC
### Additional Resources

#### Hotels

The following resources provide additional guidance for hotels on safe operations during the COVID-19 pandemic.

### Resources for Health Guidelines

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
<th>Link</th>
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Additional Resources

Hotels

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

**Additional Business Resources (1/3)**

City

**Los Angeles City Small Business Emergency Microloan Program (LA City)**

In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

**Los Angeles Commercial Evictions Moratorium**

No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant’s household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

**L.A. CARES Corps**

LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County

**Unemployment Insurance Work Sharing Program (LA County)**

Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

**Payroll Tax Assistance (LA County)**

Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.
**State\nWorkers Compensation for COVID-19 (State of CA)\nGovernor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers’ compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers’ compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

**Waiving Penalties for Property Taxes (State of CA)\nThe Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

**Paid Sick Leave (State of CA)\nGovernor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

**Small Business Relief Payment Plans (State of CA)\nEffective April 2, 2020, small business taxpayers, those with less than $5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to $50,000 of sales and use tax liability only. Payment plan requests can be made through the State’s online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to $50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is $50,000. If a taxpayer owes more than $50,000 and needs a payment plan for the amount over $50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

**Extended State Tax Deadline (State of CA)\nCalifornia State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.
**Federal**

**Paycheck Protection Program (SBA)**

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides $349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to $10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the second round of PPP. The $484 billion COVID-19 rescue bill signed late last month by President Donald Trump included $310 billion in new money for the latest bailout. The initial round of $350 billion in forgivable PPP loans, which was allocated as part of the $2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

**Small Business Administration (SBA) Debt Relief**

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower’s payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA’s payment.